

IN THE CLAIMS:

Please amend the claims as follows:

1 (previously presented). A method for automatically detecting when an agent is available, comprising:

connecting a telephony server between a user station and a call center via a telephone switching network, the call center in communication with at least one agent station;

connecting a browser server to the telephony server and the user station and the agent station;

the telephony server receiving a request from the user station via the browser server for a call-back from an agent;

the telephony server calling the call center;

the call center connecting the call the agent station;

entering an agent ID, by an agent at ~~an~~ the agent station when the agent answers the call from the telephony server ~~a routed call, the routed call requesting a call back and identifying a problem~~, the agent ID entered yielding dual tone multi frequency (DTMF) tones encoding the agent ID corresponding to the agent;

- detecting, by a the telephony server, the DTMF tones resulted from the agent ID entered by the agent to detect that the agent is available; and

~~selecting the agent based on the problem~~ the telephony server calling back the user station and bridging a call back between the user station and the available agent.

2-3 (cancelled).

4 (original). The method according to claim 3 1, ~~further comprising~~, wherein the request for call back comprises:

~~receiving, by the telephony server, a request for the call-back issued by the user via a web page on a browser, the request comprising a telephone number, to be used for the call-back~~ and a problem; and

~~placing the call, by the telephony server, to the call center~~
matching the available agent to the problem.

5 (cancelled).

6 (previously presented). A system for automatically detecting when an agent is available, the system comprising:

a call center;

at least one agent station connecting to at least one agent and the call center;

a telephony server for receiving a request for a call-back from a user,

said telephony server comprising a storage for storing phone numbers to be called back and a corresponding problem;

ringing a phone for said at least one agent having expertise for said corresponding problem;

answering said ringing phone and entering an agent ID,

detecting that the agent is available by said agent ID; and

placing the call-back from the agent to the user.

7 (original). The system according to claim 6, further comprising:

a user station from where the user issues the request for the call-back via a web page on the browser, the user station comprising a phone connecting to the telephony server, and

an internet device, connecting to the browser.

8 (original). The system according to claim 7, wherein said internet device includes a personal computer.

9 (cancelled).

10 (cancelled).

11 (currently amended). A computer-readable medium having program code

recorded thereon, which when read and executed by a computer, the computer is caused to:

generate dual tone multi frequency (DTMF) tones, at an agent station, based on an agent ID, entered by an agent at the agent station when the agent answers a routed call, the routed call requesting a call-back and specifying a problem, the DTMF tones encoding the agent ID corresponding to the agent with expertise for the problem; and

detect, by a telephony server, the DTMF tones resulted from the agent ID entered by the agent to determine that the agent is available.

12 (original). The medium according to claim 11, wherein the code further causes the computer to route a call, by a call center, as the routed call, to the agent station, the routed call being placed based on a request from a user requesting the call-back.

13 (original). The medium according to claim 12, wherein the code further causes the computer to:

receive a call from the telephony server connecting to the user;

identify, by the call center, the agent station to respond the call; and

route the call to the agent station to generate the routed call.

14 (original). The medium according to claim 13, wherein the code further

causes the computer to:

receive, by the telephony server, a request for the call-back issued by the user via a web page on a browser, the request comprising a telephone number, to be used for the call-back; and

place the call to the call center.

15 (original). The medium according to claim 11, wherein the code further causes the computer to place and bridge the call-back to the user based on the telephone number after detecting the DTMF tones.

16 (currently amended). A method for detecting the availability of an agent in a customer service center, comprising:

receiving requests from a plurality of customers for a call-back at a telephony server;

storing phone numbers and corresponding problems for each of the customers;

the telephony server ringing a telephone at an agent station;

answering the telephone;

entering an agent's ID;

the telephony server decoding the agent's ID to detect an available agent;

matching the available agent to a stored problem; and

the telephony server bridging a call-back from the available agent to the customer using the stored phone number corresponding to the problem.

17 (previously presented). The method as recited in claim 16 wherein said agent's ID is entered using dual tone multi frequency (DTMF) keys on a phone keypad.

18 (previously presented). The method as recited in claim 16 further comprising:

initiating a co-browsing session between the available agent and the customer.

19 (previously presented). The method as recited in claim 18 further comprising:

pushing a web page from the customer to the available agent.

20 (previously presented). The method as recited in claim 19 wherein said web page comprises customer billing information.

21 (new). A system, comprising:

a call center to connect an incoming call to an agent telephone, the call center being without call-back capabilities;

a telephony server comprising:

- a receiver for receiving a request for a call-back from a user over the internet;
- a dual tone multi frequency (DTMF) generator for encoding user information into DTMF commands understood by the call center;
- a transmitter to call the call center over a telephone network providing the DTMF commands;
- a DTMF detector for receiving a DTMF string entered by an agent answering the agent telephone to identify that the agent is available;
- and
- a bridge for calling back the user to connect the available agent to the user.

22 (new). The system as recited in claim 21, wherein the user information comprises an account number.

23 (new). The system as recited in claim 21, wherein the telephony server further comprises:

- storage for storing a call-back phone number and a user problem,

wherein the available agent is matched to the user problem.